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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING
USING ROUTING AND ESCALATION RULES
Serial No.: 09/895,456 Filed: June 29, 2001
Examiner: Marie C. Ubiles Group Art Unit: 2151
Docket No.: SBL0012US

Austin, Texas
May 4, 2005

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. §1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

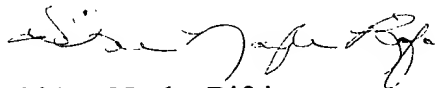
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Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

EXPRESS MAIL NUMBER: EV 304741638 US

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0012US		09/895,456	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Applicants			
(Use several sheets if necessary)					Anil Kumar Annadata et al.			
					Filing Date		Group	
					June 29, 2001		2151	
U.S. Patent Documents								
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	5,506,898	April 9, 1996	Costantini et al.	379	266		
	AB	5,524,147	Jun. 4, 1996	Bean	379	265		
	AC	5,555,365	Sep. 10, 1996	Selby et al.	395	159		
	AD	5,594,791	Jan. 14, 1997	Szlam et al.	379	265		
	AE	5,699,361	Dec. 16, 1997	Ding, et al.	370	431		
	AF	5,734,852	Mar. 31, 1998	Zias et al.	395	334		
	AG	5,754,830	May 19, 1998	Butts et al.	395	500		
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		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate	
	AK	US 2003/0093533	May 15, 2003	Ezerzer et al.	709	227		
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	AL	SCHMIDT, et al., Experiences with an Object-Oriented Architecture for Developing Dynamically Extensible Distributed System Management Software, November 28 – December 2, 1994, pages 500-506.						
	AM							
	AN							
	AO							
Examiner			Date Considered					
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						June 29, 2001		2151	
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*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate		
	AA	5,894,512	Apr. 13, 1999	Zenner	379	265			
	AB	5,905,879	May 18, 1999	Lambrech	395	297			
	AC	5,946,399	Aug. 31, 1999	Kitaj, et al.	380	49			
	AD	5,964,836	Oct. 12, 1999	Rowe et al.	709	221			
	AE	5,983,019	Nov. 9, 1999	Davidson	395	705			
	AF	6,064,730	May 16, 2000	Ginsberg	379	265			
	AG	6,092,102	July 18, 2000	Wagner	709	206			
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	AM	6,300,947	Oct. 9, 2001	Kanevsky	345	333			
Foreign Patent Documents									
							Translation		
		Document	Date	Country	Class	Subclass	Yes	No	
Foreign Patent Application Publication									
		Document	Date	Country	Class	Subclass	Yes	No	
	AN	WO 97/42728	13 Nov 1997	PCT			X		
	AO	WO 00/49778	24 Aug 2000	PCT			X		
	AP	WO 97/16014	1 May 1997	PCT			X		
Examiner			Date Considered						
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					June 29, 2001		2151	
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*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	6,332,154	Dec. 18, 2001	Beck, et al.	709	204		
	AB	6,389,132	May 14, 2002	Price	379	265.01		
	AC	6,463,292	October 8, 2002	Rahman	455	466		
	AD	6,507,868	Jan. 14, 2003	Simmon et al.	709	219		
	AE	6,704,409	March 9, 2004	Dilip et al.	379	265.02		
	AF	6,744,878	June 1, 2004	Komissarchik et al.	379	265.03		
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		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate	
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